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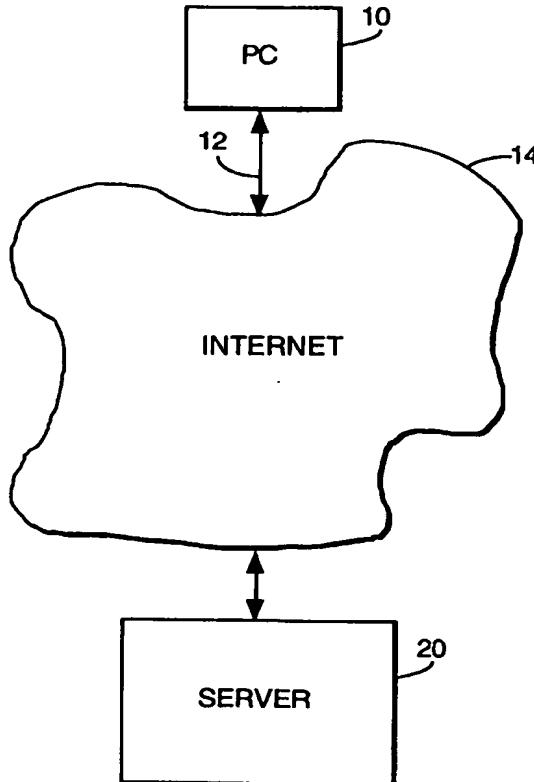
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## INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

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<p>(21) International Application Number: <b>PCT/GB97/02438</b></p> <p>(22) International Filing Date: <b>11 September 1997 (11.09.97)</b></p> <p>(30) Priority Data: 9619165.5 13 September 1996 (13.09.96) GB</p> <p>(71) Applicant (for all designated States except US): <b>BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY [GB/GB]; 81 Newgate Street, London EC1A 7AJ (GB).</b></p> <p>(72) Inventor; and</p> <p>(75) Inventor/Applicant (for US only): <b>APPLEBY, Stephen, Clifford [GB/GB]; 23 Richard Avenue, Wivenhoe, Colchester, Essex CO7 9JQ (GB).</b></p> <p>(74) Agents: <b>MUSKER, David, Charles et al.; R.G.C. Jenkins &amp; Co., 26 Caxton Street, London SW1H 0RJ (GB).</b></p>		<p>(81) Designated States: <b>AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GE, GH, HU, ID, IL, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, US, UZ, VN, YU, ZW, ARIPO patent (GH, KE, LS, MW, SD, SZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, ML, MR, NE, SN, TD, TG).</b></p> <p><b>Published</b> <i>With international search report. Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.</i></p>	
<p><b>(54) Title: TRAINING APPARATUS AND METHOD</b></p> <p><b>(57) Abstract</b></p> <p>Training apparatus for training a user to engage in transactions (e.g. a foreign language conversation) with another person whom the apparatus is arranged to simulate, the apparatus comprising: an input for receiving input dialogue from a user; a lexical store containing data relating to individual words of said input dialogue; a rule store containing rules specifying grammatically allowable relationships between words of said input dialogue; a transaction store containing data relating to allowable transactions between said user and said person; a processor arranged to process the input dialogue to recognize the occurrence therein of words contained in said lexical store in the relationships specified by the rules contained in said rule store in accordance with the data specified in the transaction store, and to generate output dialogue indicating when correct input dialogue has been recognized; and an output device for making the output dialogue available to the user.</p>			



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## TRAINING APPARATUS AND METHOD

This invention relates to apparatus and methods for training; particularly, but not exclusively, for language training.

5 In language training, various different skills may be developed and tested. For example, our earlier application GB 2242772, discloses an automated pronunciation training system, in some respects improving upon the well known "language laboratory" automated test equipment.

10 Training and dialogue is carried out by human teachers who are experienced in the target language (i.e. the language to be learnt). In such training, the teacher will understand what is being said, even when the grammar is imperfect, and can exercise judgment in indicating when a serious or trivial mistake is made, and in explaining what the correct form should be.

15 Ultimately, it may become possible to provide a computer which would duplicate the operation of such a language teacher, in properly comprehending the words of a student, carrying out a full dialogue, and indicating errors committed by the student. However, although the fields of artificial intelligence and machine understanding are advancing, they have not as yet reached this point.

20 EP-A-0665523 briefly discloses a foreign language skills maintenance system, in which role playing is permitted, comprising an input for receiving input dialogue from a user and an output at which the "correct" dialogue which would be anticipated from the user is displayed, for comparison with the input dialogue by the user (or by the computer).

25 An object of the present invention is to provide a training system (particularly for language training but possibly applicable more widely) which utilises limited volumes of memory to store limited numbers of words and grammatical data, but is nonetheless capable of recognising input language errors and of carrying on a dialogue with a student.

Aspects of the invention are defined in the appended claims.

In an embodiment, the present invention provides a display of a person, and is arranged to vary the display to have different expressions, corresponding to comprehension, and at least one degree of incomprehension. Preferably, two 5 degrees of incomprehension are provided; one corresponding to an assumed error in an otherwise comprehensible input and the other corresponding to incomprehensible input.

In an embodiment, a display is provided which indicates target language 10 responses generated by the invention, together with text (preferably in the target language) indicating the level of comprehension achieved. Thus, an error is indicated without interrupting the target language dialogue.

Preferably, in an embodiment, the invention provides for the generation of source language text for the guidance of the student. Preferably, the source language text is normally hidden and is displayed on command by the user.

15 Very preferably, the source language text comprises guidance as to what the last target language output text means.

Very preferably, the guidance text comprises an explanation of what any detected error is assumed to be.

Very preferably, the guidance text comprises text indicating what 20 suitable next responses by the student might be.

Alternatively, the invention may comprise speech recognition means for the input of speech and/or speech synthesis means for the generation of speech, to replace input and/or output text in the above embodiments.

25 Preferably, the invention comprises a terminal for use by the student at which input is accepted and output is generated, and a remote computer at which the processing necessary to convert each input from the user to corresponding outputs is performed, the two being linked together by a telecommunications channel. This arrangement permits the processing resources required to be centralised, rather than requiring them to be present for

each user (language student). It also provides for effective use of the telecommunications channel, since much of the traffic is relative low bandwidth text information.

Preferably, in this embodiment, the telecommunications channel 5 comprises the network of high bandwidth links interconnecting computer sites known as the "Internet". Where this is the case, the invention may convenient be realised as a mobile program ("applet") which is downloaded initially, and operates with conventional resident communications programs referred to as "HTML browsers".

10 In an embodiment, the invention operates by reference to data relating to words, and data relating to grammatical rules.

This enables far greater range of input and output dialogue, for the same memory usage, than direct recognition and/or generation of dialogue phrases.

15 The presence of errors may be detected by providing a first set of rules which are grammatically correct, and associated with each of the first set, a respective second set of rules each of which relaxes a constraint of the respective first rule to which it relates. Input text is then parsed by using rules of the first set and, at least where this is unsuccessful, rules of the second sets; where text is successfully parsed by a rule of the second set but not by the first 20 set rule to which that second set relates, the error determined to be present is that corresponding to the constraint which was relaxed in the rule of the second set.

Aspects of the invention will now be illustrated, by way of example only, with reference to the accompanying drawings in which:

25 Figure 1 is a block diagram showing schematically the apparatus of an embodiment of the invention;

Figure 2 is a block diagram showing in greater detail the structure of a user interface terminal forming part of Figure 1;

Figure 3 is an illustrative diagram of the display shown on a display device forming part of the terminal of Figure 2;

Figures 4a-4d are exemplary displays shown on the display of Figure 3;

Figure 5 is a block diagram showing schematically the structure of a host computer forming part of Figure 1;

5 Figure 6 is a flow diagram showing schematically the general process performed by the user interface terminal of Figure 2;

Figure 7 illustrates the structure of a control message transmitted from the host computer of Figure 5 to the user interface terminal of Figure 2;

Figure 8 is a diagram showing schematically the contents of a store forming part of the host computer of Figure 5;

10 Figure 9 (comprising Figures 9a-9f) is a flow diagram showing schematically the process of operation of the host computer of Figure 5.

Referring to Figure 1, the system of a first embodiment of the invention comprises a terminal 10 such as a personal computer connected, via a telecommunications link 12 such as a telephone line, to a telecommunications network 14 such as the Internet, which in turn is connected to a host computer 20. Both the terminal 10 and the host computer 20 are conveniently arranged to communicate in a common file transfer protocol such as TCP/IP.

20 Referring to Figure 2, the terminal 10 comprises a central processing unit 102, a keyboard 104, a modem 106 for communication with the telecommunications link 12, a display device 108 such as a CRT, and a store 110, schematically indicated as a single unit but comprising read only memory, random access memory, and mass storage such as a hard disk. These are interconnected via a bus structure 112.

25 Within the store 110 is a frame buffer area, to which pixels of the display device 108 are memory mapped. The contents of the frame buffer comprise a number of different window areas when displayed on the display device 108, as shown in Figure 3; namely, an area 302 defining an input text window; an area 304 carrying a visual representation of a person; an area 306 defining an output text window; an area 308 defining a comprehension text

window; an area 310 displaying a list of possible items; an area 312 defining a transaction result window; and an area 314 defining a user guidance window. The CPU 102 is arranged selectively to hide the response guidance window 314, and to display an icon 315, the response guidance window being displayed only when the icon 315 is selected via the keyboard or other input device.

5 Figure 4a illustrates the appearance of the display device 108 in use; the response guidance display area 314 is hidden, and icon 315 is displayed.

10 Also stored within the store 110 are a set of item image data files, represented in a standardised format such as for example a .GIF or .PIC format, each being sized to be displayed within the transaction result area 312, and a set of expression image data files defining different expressions of the character displayed in the person area 304. Finally, data defining a background image is also stored.

15 Referring to Figure 5, the host computer 20 comprises a communications port 202 connected (e.g. a via an ISDN link) to the internet 12; a central processing unit 204; and a store 206. Typically, the host computer 20 is a mainframe computer, and the store comprises a large scale off line storage system (such as a RAID disk system) and random access memory.

#### Control and communications

20 The terminal 10 and host computer 20 may operate under conventional control and communications programs. In particular, in this embodiment the terminal 10 may operate under the control of a GUI such as Windows (TM) and a Worldwide Web browser such as Netscape (TM) Navigator (TM) which is capable of receiving and running programs ("Applets") received from the Internet 12. The host computer 20 may operate under the control of an operating system such as Unix (TM) running a Worldwide Web server program (e.g. httpd). In view of the wide availability of such operating programs, further details are unnecessary here.

General overview of system behaviour

In this embodiment, the scenario used to assist in language training is that of the grocer's shop selling a variety of foods.

The object of the present embodiment is to address input text in the target language to the grocer. If the text can be understood as an instruction to supply a type of item, this will be confirmed with visual feedback of several types; firstly, a positive expression will be displayed on the face of the grocer (area 304); secondly, the requested item will appear in the grocery basket transaction area (area 312) displayed on the screen 108; and thirdly the instruction will be confirmed by output text in the target language from the grocer (area 306).

If the input text can be understood as an instruction to purchase an item, but contains recognised spelling or grammatical errors, visual feedback of the transaction is given in the form of a confirmation of what the understood transaction should be as output text, and the display of the item in the grocery basket (area 312).

However, the existence of the error is indicated by the selection of a negative displayed expression on the face of the grocer (area 304), and a general indication as to the nature of the error is given by displaying text in the target language in a window indicating the grocer's thoughts (area 308).

This may be sufficient, taken with the user's own knowledge, to indicate to the user what the error is; if not, the user may select further assistance, in which case user guidance text indicating in more detail, in the source language, what the error is thought to be is displayed.

If the input text cannot be understood because one or more words (after spell correction) cannot be recognised, a negative expression is displayed in the face of the grocer (area 304) and output text in the target language is generated in the area 306 to question the unrecognised words.

If the words in the input text were all recognised but the text itself cannot be recognised for some other reason, then a negative expression is generated on the face of the grocer (304) and output text in the target language is generated in area 306 recording a failure to understand.

5 In such cases of complete lack of comprehension, a facial expression differing from the partial incomprehension shown in Figure 4c is selected for display.

#### Operation of Terminal 10

10 Referring to Figure 6, to initiate use of the system, the user sets up a connection to the host computer 20 from the terminal 10 (step 402). In step 404, a program (applet) for controlling the display of the image data is downloaded.

15 The host computer 20 then downloads a file of data representing the background image, a plurality of files of data representing the different possible expressions of the grocer, and a plurality of files of data representing all the items on sale, in step 406.

20 In step 408, initial control data is received from the computer 20, in the form of a control data message 500 which, as shown in Figure 7, comprises a target language output text string 506, corresponding to words to be spoken by the grocer and hence to be displayed in the display area 306; a source language user guidance text string 514 to be displayed in the user guidance display area 314 if this is selected for display by the user; one or more item symbols 512 which will cause the selection for display of the images of one or more items in the display area 312; an expression symbol 504 for selecting one of the downloaded expression image files for display on the face of the grocer in the display area 304; and a target language comprehension text string 508 for display in the display area 308 to indicate what the grocer would understand by target language text input by a user as described below.

In the initial message transmitted in step 408, the item symbol field 512 and comprehension text field 508 are both empty.

5 In step 410, the CPU 102, under control of the program downloaded in step 404, first loads the background image to the frame store within the storage unit 110, and then overwrites the areas 304, 306, and, where applicable, 312 and 314; by generating image data representing the text strings and inserting it in the relevant windows 306, 308, 314; by selecting the facial expression image indicated by the expression symbol 504 and displaying this in the upper area of the person display area 304; and by selecting an item image indicated by the 10 item symbol and displaying these in the area 312.

With the exception of the window 302 (which would at this stage be empty), the appearance of the display unit 108 at this stage is as shown in Figure 4a.

15 Thus, the background display consists of the display of all the item images in the display area 310 together with a corresponding text label indicating, in each case, the item name; the display of the icon 315 indicating tutorial assistance; the display of the figure of a grocer with one of the selected expressions; the display of a speech bubble containing the grocer's speech output 306; and the display of a basket 312 receiving items placed therein by the 20 grocer in response to shopping instructions.

25 If, in step 412, an instruction to log off or exit is input by the user, the process terminates. Otherwise, the CPU 102 scans the keyboard 104 (step 414) for the input of a string of text terminated by a carriage return or other suitable character, which is displayed in the input text display area 302 and, when input is complete, transmitted to the computer 20 in step 416 via the modem and Internet 12.

In response to the transmission of input text in step 416, the computer 20 returns another control message 500 (received in step 418) and, in response

thereto, the terminal returns 10 to step 410 to update the display to reflect the contents of the control message.

5 Thus, referring to Figure 4b, the result of the input of the text string shown in area 302 of Figure 4a is to cause the display of the text message "Voila un kilo de pommes! Et avec ça?" in the output text area 306 (this representing the contents of the field 506 of the received control message).

Field 504 contains a symbol corresponding to a cheerful or positive expression, and the corresponding bit map image is displayed in the upper portion of field 304.

10 Field 512 contains a symbol indicating the appearance of an apple and accordingly this symbol is displayed in display area 312. No data is contained in the comprehension text field 508. Data is contained in the user guidance text field 514 but not displayed since the user has not selected the icon 315.

15 If, at this stage, the text input in step 414 is as displayed in the field 302 of Figure 4b (which contains the words "Trois cents grammes de beure"), the control data received in step 418 leads to the display indicated in Figure 4c.

20 In this case, the target language text indicated in the field 306 ("Voila trois cents grammes de beurre! Et avec ça?") indicates what the correct word is presumed to be, but the comprehension text field 508 of the received control message contains the target language text, displayed in field 308, "Erreur d'orthographe!" in a "thinks bubble" representation to indicate the thoughts of the grocer.

25 The expression symbol field 504 contains a symbol causing the display to a puzzled expression on the face of the grocer as shown in field 304. Since the transaction has been understood, the item (butter) is represented by a symbol in the item symbol field 512 and displayed in the area 312.

If, at this stage, the user selects the icon 315 (e.g. by a combination of key strokes or by the user of a pointing device such as a mouse) the contents of the user guidance (source language) text field 514 are displayed in the display

area 314 which is overlaid over the background display as shown in Figure 4d. In this embodiment, the guidance text contains three text fields; a first field 314a indicating generally, in the source language (e.g. English), what the words in the field 306 mean; an error analysis display 314b indicating, in the source language (e.g. English), the meaning of the words in the comprehension text field 308 and indicating what, in this case, the spelling error is assumed to be; and an option field 314c containing text listing the options for user input in response to the situation.

From the foregoing, the operation of the terminal 10 will therefore be understood to consist of uploading input text to the computer 20; and downloading and acting upon control messages in response thereto from the computer 20.

#### Action of the host computer 20

The host computer 20 will be understood to be performing the following functions:

1. Scanning the input text to determine whether it relates to one of the transactions (e.g., in this case, sale of one of a number of different items) in a predetermined stored list.
2. Determining whether all the information necessary for that transaction is complete. If so, causing the returned control message to display visual indications that this is the case. If not, causing the returned control message to include output text corresponding to a target language question designed to elucidate the missing information.
3. Spell checking and parsing the input text for apparent errors of spelling or grammar, and causing the returned control message to include the indicated errors.
4. Generating the user guidance text indicating, in the source language, useful information about the target language dialogue.

Because the number of transactions to be detected is relatively small in number, the computer 20 does not need to "understand" a large number of possible different input text strings or their meanings; provided the input text can be reliably associated with one of the expected transactions, it is necessary only to confirm whether all input words are correctly spelt and conform to an acceptable word order, without needing to know in detail the nuances of meaning that input text may contain.

However, the use of a set of grammar rules and a vocabulary database in the embodiment, as discussed in greater detail below, enables the computer 20 to comprehend a much wider range of input texts than prior art tutoring systems which are arranged to recognise predetermined phrases.

Referring to Figure 8, the store 206 contains the following data:  
a lexical database 208 comprising a plurality of word records 208a, 208b ... 208n each comprising:

- the word itself, in the target language;
- the syntactic category of the word (e.g. whether it is a noun, a pronoun, a verb etc);
- the values for a number of standard features of the word (specifically, the gender of the word, for example);
- information (a symbol) relating to the meaning of the word; for example, where the word is a noun or verb, the symbol may be its translation in the source language or where the word is another part of speech such as an article, data indicating whether it is the definite or indefinite article and whether it is singular or plural.

Also comprised within the store 206 is a rule database 210 comprising a plurality (e.g. 44 in this embodiment) of rules 210a, 210b ... 210n each specifying a rule of syntax structure of the target language and associated with a particular syntactic category. For example, the rule for a noun phrase will specify that it must comprise a noun and the associated article, whereas that for

a verb phrase specifies that it must include a verb and its associated complement(s), and may include a subject, with which the form of the verb must agree, and which may (together with the object of the verb) be one of several different syntactic categories (e.g. a noun, a noun phrase, a pronoun and so on).

In general, then, then rules will specify which types of words (or clauses) must be present in which order, and with what agreements of form, for a given semantic structure (e.g. a question).

In many target languages (for example French) agreement between the form of words is necessary. Thus, where a noun or a pronoun has an associated gender, then other parts of speech such as the definite or indefinite article, or the verb, associated with that noun or pronoun must have the same gender.

Likewise, where a noun or pronoun is associated with a number (indicating whether it is singular or plural) then the associated definite or indefinite article and/or verb must be singular or plural in agreement.

Other types of agreement may also be necessary, for example, to ensure that a word is in the correct case or tense. The need for such agreements is recorded in the relevant rules in the rules database.

A suitable semantic representation for the rules and words stored for use in the above embodiments may be found in "Translation using minimal recursion semantics" by A. Coopstake, D. Flickinger, R. Malouf, S. Riehemann, and I. Sag, to appear in proceedings of the 6th International Conference on Theoretical and Methodological Issues in Machine Translation (LEUVEN), currently available via the Internet at <http://hpsg.stanford.edu/hpsg/papers.html>.

In order to detect simple errors, in this embodiment the rules stored in the rules database 210 comprise, for at least some of the rules, a first rule which specifies those agreements (for example of gender and number) which are grammatically necessary for the corresponding syntactic structure to be correct,

but also a plurality of relaxed versions of the same rule, in each of which one or more of the agreement constraints is relaxed.

In other words, for a first rule 210a which specifies correct agreement of both gender and number, there are associated relaxed rules 210b and 210c, the 5 first of which (210b) corresponds but lacks the requirement for agreement of gender, and the second of which corresponds but lacks the requirement for agreement of number.

Conveniently, the relaxed rules are stored following the correct rules with which they are associated.

10 Rather than permanently storing all inflections of each word in separate word records 208 or storing all versions of the same word within its word record 208, conveniently an inflection table 212 is provided consisting of a plurality of inflection records, each consisting of a word stem and, for each of a predetermined plurality of different inflecting circumstances (such as cases, 15 tenses and so on), the changes to the word endings of the stem.

Because many words exhibit identical inflection behaviour, the number of records 212a, 212b in the inflection table 212 is significantly smaller than the number of lexical records 208a ... 208n in the lexical database 208. Each record in the lexical database 208 contains a pointer to one of the records in the 20 inflection table 212, and the relationship is usually many to one (that is, several words reference the same inflection model record in the inflection table 212).

25 Before each use, or period of use, of the host computer 20 the CPU 204 reads the lexical records 208, and expands the lexical records table 208 to included a new record for each inflected version of the word, using the inflection table 212.

After operation of the present invention ceases, the CPU 204 correspondingly deletes all such additional entries. Thus, in periods when the invention is not in use, memory capacity within the computer 20 is conserved.

Prior to expansion, the lexical table 208 in this embodiment contains 265 records.

Specific information about the transactions making up the grocer shop scenario is stored in a transaction table 214 consisting of a number of entries 5 214a, 214b ... 214n.

The entries include information defining the items (e.g. apples) as being goods for sale, and defining units of measurement (e.g. kilos), and relating each kind of item to the units of measure in which it is sold and the price per unit. Data is also stored associating each item with the item symbol and the graphics data representing the item (to be initially transmitted to the terminal 10). 10

A response table 216 consists of a plurality of entries 216a, 216b ... each corresponding to one type of output control message 500 generated by the computer 20, and storing, for that output, the anticipated types of response, ranked in decreasing order of likelihood.

15 For example, the likely responses to the opening message "Vous désirez?" are, firstly, an attempt to buy produce; secondly, an attempt to enquire about produce (for example to ask the price).

On the other hand, the responses to the output "Et avec ça?" which follows a completed purchase include the above and additionally the possibility 20 of the end of the session, in which case a statement indicating that nothing more is sought is expected.

Likewise, if the last response was to supply price information, the next 25 response could be an attempt to complete a transaction for the subject of the enquiry, or could be a different enquiry, or an attempt to purchase something different, or an instruction to end the session.

Each entry in the response table also includes the associated source language response assistance text displayed in the text areas 314a and 314c.

Each of the possible responses in the response table 216 contains a pointer to an entry in a syntactic category table 218, indicating what syntactic

category the response from the user is likely to fall into; for example, if the last output text displayed in the text area 306 asks "How many would you like?", the answer could be a sentence including a verb ("I would like three kilos please") or a noun phrase ("Three kilos").

5        Finally, a buffer 220 of most recent system outputs is stored, storing the last, or the last few (e.g. two or three), system outputs as high level semantic structures. By reference to the system output buffer, it is therefore possible to determine to what the text input by the user is an attempt to respond and hence, using the response table 216, to assess the likeliest types of response, and (by  
10      reference to the syntactic categories table 218) the likely syntactic form in which the anticipated responses will be expressed.

#### Operation of the host computer 20

Referring to Figure 9, the operation of the host computer in this embodiment will now be described in greater detail.

15      Referring to Figure 9a, in step 602, an attempt by a terminal 10 to access the computer 20 is detected.

20      In step 604, the CPU 204 accesses the stored file within the store 206 storing the program to be downloaded and transmits the file (e.g. in the form of an Applet, for example in the Java (TM) programming language) to the terminal 10.

In step 606, the CPU 204 reads the transaction data table 214 and transmits, from each item record, the item image data file and the item type symbol.

25      The initial control message 500 sent in step 608 is predetermined, and consists of the data shown in Figure 4a (and described above in relation thereto) together with the stored text for display, if required, in the fields 314a and 314c which is stored in the response table 216 in the entry relating to this opening system output.

Referring to Figure 9b, in step 610, the host computer 20 awaits a text input from the terminal 10. On receipt, in step 611, if the language permits contractions such as "l'orange", the contraction is expanded as a first step. Then, each word is compared with all the lexical entries in the table 208. Any word not present in these tables is assumed to be a mis-spelling which may correspond to one or more valid words; if a mis-spelling exists which could correspond to more than one valid word (step 614) then a node is created in the input text prior to the mis-spelling and each possible corresponding valid word is recorded as a new branch in the input text in place of the mis-spelt word (step 616).

If the word is not recognised even after spell correction (step 612) the word is retained and an indication of failure to recognise it is stored (step 613).

This process is repeated (step 620) until the end of the input text is reached (step 618).

If (step 622) any words were not recognised in steps 612, it will be necessary to generate an output text indicating missing words and accordingly the process of 204 proceeds to Figure 9f (discussed below). Otherwise, at this stage, the input text consists entirely of words found in the table 208, several of which may appear in several alternative versions where a spelling error was detected, so as to define, in such cases, a stored lattice of words branching before each such mis-spelling into two or more alternative word paths.

The or each mis-spelling is stored prior to its replacement.

Referring to Figure 9c, next, in step 624, each word is looked up in the word store 208 and each possible syntactic category for each word (e.g. noun, verb) is read out, to create for each word a list of alternative forms defining more branches in the lattice of words (step 626). The process is repeated (step 630) until the end of the input text is reached (step 628).

At this point, the processor 204 selects a first path through the lattice of words thus created and reads each of the rules in the rule store 210 in turn, and compares the word path with each set of rules.

5 On each comparison, if the relationships between the properties of the words present corresponds to the relationships specified in the rules, then the syntactic category associated with the rule in question is detected as being present, and a syntactic structure, corresponding to that syntactic category and the words which are detected as making it up, is stored.

10 The CPU 204 applies the correct form of each rule (e.g. 210a) which specifies the necessary agreements between all words making up the syntactic category of the rule, and then in succession the relaxed forms of the same rule. When one of the forms of the rule is met, the syntactic category which is the subject of the rule is deemed to be present, and a successful parse is recorded.

15 However, the CPU 204 additionally stores information on any error encountered, by referring to the identity of the relaxed rule which successfully parsed the text; if the rule relaxes the gender agreement criterion, for example, a gender agreement error is recorded as being present between the words which were not in agreement.

20 The parse may pass twice (or more times) through the input text, since some rules may accept as their input the syntactic structures generated in response to other rules (for example noun phrases and verb phrases).

25 If, after the parsing processing has concluded, it has been possible to parse the complete input text (step 636), the semantic structure thus derived is stored (step 636) and the next word path is selected (step 640) until all word paths through the word lattice have been parsed (step 641).

Next, in step 644, the CPU 204 reads the output response buffer 220, notes its previous output, and looks up the entry in the response table 214 associated with it. The response first read from the list is that considered most likely to correspond to the last output.

Next, the CPU 204 accesses, for that response, the corresponding entry in the syntactic category table 218 (again, the first entry selected corresponds to that most likely to be found).

5 Next, in step 646 the or each semantic structure derived above as a result of the parse of the input text is compared (steps 648-652) with the expected response syntactic category until a match is found.

10 The CPU 204 first reviews the parses performed by the strict forms of grammatical rules and, where a complete parse is stored based on the strict rules (i.e. with no errors recorded as being present) this is selected. Where no such parse exists, the CPU 204 then selects a comparison the or each parse including recorded errors, based on the relaxed forms of the rules.

At this point, in step 654, the CPU 204 ascertains whether the semantic structure contains an action which could be performed. For example, the semantic structure may correspond to:

15 a question which can be answered, or  
a request for a sale transaction which can be met, or  
an indication that a series of one or more sale transactions is now complete, in which case a price total can be calculated and indicated.

20 In the first of these cases, the input semantic structure needs to correspond to a question and needs to mention the type of item of which the price is being asked (in this embodiment price represents the only datum stored in relation to each transaction, but in general other properties could be questioned).

25 In the second case, the input statement needs to specify a kind of item to be sold and a quantity which is valid for that kind of goods (e.g. "apples" and "three kilos"). It may be phrased as a sentence in the target language ("I would like three kilos of apples") or as a question ("Could I have three kilos of apples?") or as a noun phrase ("Three kilos of apples").

In the last case, the input text could take a number of forms, ranging from a word to a sentence.

5 If the input text does not obviously correspond to any action could be carried out, further comparisons are attempted (the CPU 204 returns to step 652) and if no possible action is ultimately determined, (or if one or more words are not recognised in step 612 above) then the CPU 204 determines that the input text cannot be understood (step 656).

10 If, on the other hand, all the information necessary to carry out an action (complete a purchase, answer a question etc.) is present then the CPU 204 selects that action for performance (step 658).

Finally, if it is possible to determine the nature of the action to be performed but not to perform it, then the CPU 204 formulates (step 660) a query to elucidate the missing information for the performance of the action.

15 For instance, if the input text is (in the target language) "I would like to buy some apples", the CPU 204 determines that the intended action is to purchase apples, accesses the record for apples in the transaction table 214; and notes that the quantity information is missing.

20 In each case, the CPU 204 is arranged to derive output text, user guidance text and an indication of suitable images for display, for transmission to the terminal 10.

25 Where unrecognised words have caused the missing text not be understood, the CPU 204 generates user guidance text (step 666) indicating to the user the words which have not been understood and prompting the user for replacements. In step 668, output text (in the target language) is generated indicating that the grocer cannot understand the words concerned.

The same process is performed where (step 656) the input text was not understood for other reasons, except that the output text and user guidance texts refer to general misunderstanding rather than specific words.

Error Present

5 In the event that an action has been fully or partly possible, the semantic structure corresponding to the action to be undertaken (for example indicating that three kilograms of apples are to be sold, or that a question is to be asked requesting the quantity of apples) is stored in the output buffer 220.

10 15 In the event that an action has been fully or partly possible, then in step 662 the CPU 204 determines whether spelling or grammatical errors were entered. If so, then in step 664, the CPU 204 selects comprehension text consisting of one or both of the pre-stored target language phrases "Erreur d'orthographe!" or "Erreur de grammaire!") for transmission in the comprehension text field 508 and display in the comprehension text area 308.

15 At the same time, the CPU generates source language help text for transmission in the user guidance text field 514 and display in the user guidance area 314b. Where the error is a spelling mistake, the text comprises, in the source language, the words "What the tutor thinks you did wrong is .... I think you made a spelling mistake, (stored input word) should be (word with which it was replaced in the successful parse)".

20 Where the error is a grammatical error, the CPU determines which rule failed to be met, and thereby determines whether the error was an error of gender or number, or an error of subject/verb agreement.

The text then generated is "What the tutor thinks you did wrong is .... I think you made a grammatical mistake, try checking you have used the right (gender, number or verb form)".

25 Next, in step 666 the CPU 204 selects the text to be output for the user guidance text areas 314a and 314c. The text for the area 314a is obtained by looking up the stored last output in the buffer 220 and accessing the text stored in the corresponding record 216 for that output. This text describes the response selected in step 658 or the query formulated in step 660; for example, where the action of supply of goods has been successfully completed (step 658) the text in

field 314a will read (in the source language) "What the shop keeper has just said is .... The shop keeper has supplied your goods, and is waiting for you to give him a new instruction."

5 The text in the field 314c offers the user logical response options, and is obtained by looking up the text stored with the anticipated responses in the field within the table 216 which relates to the action or query just generated in step 658 or 660 and stored in the buffer 220.

Finally, in step 668, the output text field 506 to be sent in the message 500 and displayed in the output text area 306 is generated.

10 The generation could take the form of simple selections of corresponding text, as in the above described text generation stages, but it is preferred in this embodiment to generate the output text in a freer format, since this is likely to lead to greater variability of the responses experienced by the user and lower memory requirements.

15 To achieve this, the CPU 204 utilises the rules stored in the rule table 210 and the words stored in the lexicon 208 to generate text from the high level response generated in steps 658 or 660. In general, the process is the reverse of the parsing process described above, but simpler since the process starts from a known and deterministic semantic structure rather than an unknown string of text.

20 The first stage, as shown in Figure 9f, is to select from the lexicon table 208 a subset of words which could be used in the output text. In a step 6681, the CPU 204 reviews the first term in the semantic structure generated in step 658 or 660. In a step 6682, the CPU 204 looks up, in the lexical table 208, each word the record of which begins with that term.

25 In step 6683, the CPU 204 compares the record for the word with the output semantic structure. If all other terms required by the word are present in the output semantic structure, then in step 6684 the word is stored for possible

use in text generation; if not, the next word beginning with that term is selected (step 6685).

When the last word is reached (step 6686), the next term is selected (step 6687) and the process is repeated until the last term is reached (step 6688), at 5 which point all words which could contribute to the generation of the output text have been stored.

Next, in step 6689, the CPU 204 accesses the rules table 210 and applies the rules relating to the stored terms of the output semantic structure to the words selected in the preceding steps to generate output text.

10 Thus, where the quantity of apples required is to be queried, the semantic structure includes a term specifying a query; a term specifying that the subject of the query is quantity; and a term specifying that the object of the query is that which an attempt was previously made to purchase; namely apples.

15 The words selected in steps 6681-6888 consist of the word for "apples" in the target language; and the query word or phrase which specifies quantity. Application of the rules for construction of a query then leads to the generation of a grammatically correctly worded question.

20 Returning to Figure 9d, in step 670 the CPU 204 transmits the control message 500 formed by the above steps to the terminal 10. The CPU 204 then returns to step 610 of Figure 9b to await the next received input text.

#### Other Embodiments and Modifications

25 In the foregoing, for clarity, the operations of the embodiment have been described in general terms, without specifying in detail the steps which are performed by separate programme components. In a convenient implementation, however, the applet program would control all image displaying operations, and image data would be supplied by the server program on the host computer 20, rather than by the application program performing the semantic processing.

In the foregoing embodiments, conveniently, the semantic processing performed on the host processor 20 may be written in the Prolog language, and the parsing may be performed by Prolog backtracking.

It will, however, be recognised that the invention could be implemented 5 using any convenient hardware and/or software techniques other than those described above.

Equally, whilst a language training program has been described, it will be recognised that the invention is applicable to other types of training in which it is desired to emulate the interaction of a user with another person.

10 Further, it will be apparent that the terminal 10 and computer 20 could be located in different jurisdictions, or that parts of the invention could further be separated into different jurisdictions connected by appropriate communication means. Accordingly, the present invention extends to any and all inventive subcomponents and subcombinations of the above described 15 embodiments located within the jurisdiction hereof.

In the above described embodiments, text input and output have been described. However, in a further embodiment, the terminal 10 may be arranged 20 to accept input speech via a microphone and transmit the speech as a sound file to the computer 10, which is correspondingly arranged to apply a speech recognition algorithm to determine the words present in the input.

Together, or separately, the output text generated by the grocer may be synthesised speech, and accordingly in this embodiment the computer 10 comprises a text to speech synthesizer arranged to generate a sound file transmitted to the terminal 10. In either such case, a suitable browser program 25 other than the above described Netscape (TM) browser is employed.

Other forms of input and output (for example, handwriting recognition input) could equally be used.

Although in the preceding embodiments the redisplay of the head portion of the grocer image has been described, it will be apparent that it may be

more convenient simply to redisplay the entire image of the grocer in other embodiments.

It will be apparent that the transactions described above need not be those of a grocer shop. The scenario could, for example, involve a clothes shop  
5 (in which case the articles sold would comprise items of clothing) or a butcher's shop (in which the case the items sold would comprise cuts of meat). Equally, other forms of training than foreign language training could be involved, in which case the scenarios could involve familiarity in the source language with scenarios such as emergency or military procedures.

10 Accordingly, the invention is not limited by the above described embodiments but extends to any and all such modifications and alternatives which are apparent to the skilled reader hereof.

**CLAIMS:**

1. Training apparatus for training a user to engage in transactions with another person whom the apparatus is arranged to simulate, the apparatus comprising:

5 an input for receiving input dialogue from a user;

10 a lexical store containing data relating to individual words of said input dialogue;

15 a rule store containing rules specifying grammatically allowable relationships between words of said input dialogue;

20 a transaction store containing data relating to allowable transactions between said user and said person;

25 a processor arranged to process the input dialogue to recognise the occurrence therein of words contained in said lexical store in the relationships specified by the rules contained in said rule store in accordance with the data specified in the transaction store, and, in dependence upon said recognition, to generate output dialogue indicating when correct input dialogue has been recognised; and

an output device for making the output dialogue available to the user.

20

2. Apparatus according to claim 1, in which said rule store contains first rules comprising criteria specifying correct relationships between words of said word store, and, associated with said first rules, one or more second rules each corresponding to a said first rule but with one relationship criterion relaxed.

25

3. Apparatus according to claim 2, wherein said relationship criteria correspond to agreements between words (for example, agreements of gender or number).

4. Apparatus according to any preceding claim, in which the processor is arranged to generate output dialogue responsive to input dialogue, and to detect recognised errors in said input dialogue, and, on detection thereof, 5 to indicate said recognised errors separately of said responsive output dialogue.

5. Apparatus according to claim 4 when appended to claim 2 or claim 3, in which said processor is arranged to detect said recognised errors on detection of input dialogue containing words which meet said second, but not 10 said first, rules.

6. Apparatus according to any preceding claim which is arranged to provide language training, in which said rules, said words, and said output dialogue are in a training target language, and further arranged to generate user 15 guidance dialogue in a source language for said user and different to said target language.

7. Apparatus according to claim 6 in which the user guidance dialogue comprises guidance as to the meaning of the output dialogue. 20

8. Apparatus according to claim 6 or claim 7 in which the user guidance dialogue comprises an explanation of any detected errors in the input dialogue.

25 9. Apparatus according to any of claims 6 to 8, in which the user guidance dialogue indicates suitable further input dialogue which could be provided.

10. Apparatus according to any preceding claim in which said input dialogue and/or said output dialogue comprise text.

5 11. Apparatus according to any of claims 1 to 9 in which said input dialogue comprises speech, and further comprising a speech recogniser arranged to recognise the words of said speech.

10 12. Apparatus according to any claims 1 to 9 in which said output dialogue comprises speech, said apparatus further comprising a speech synthesizer.

15 13. Apparatus according to any preceding claim, further comprising a user interface arranged to accept said input dialogue and make available said output dialogue to the user.

14. Apparatus according to claim 13, in which said user interface comprises a display and in which said output dialogue is displayed on said display.

20 15. Apparatus according to claim 14 when appended to any of claims 6 to 9, in which said user guidance text is normally not displayed on said display, and further comprising an input device via which a user may selectively cause the display of said user guidance text on said display.

25 16. Apparatus according to any of claims 13 to 15, in which said user interface is located remotely from said processor and is coupled thereto via a communications channel.

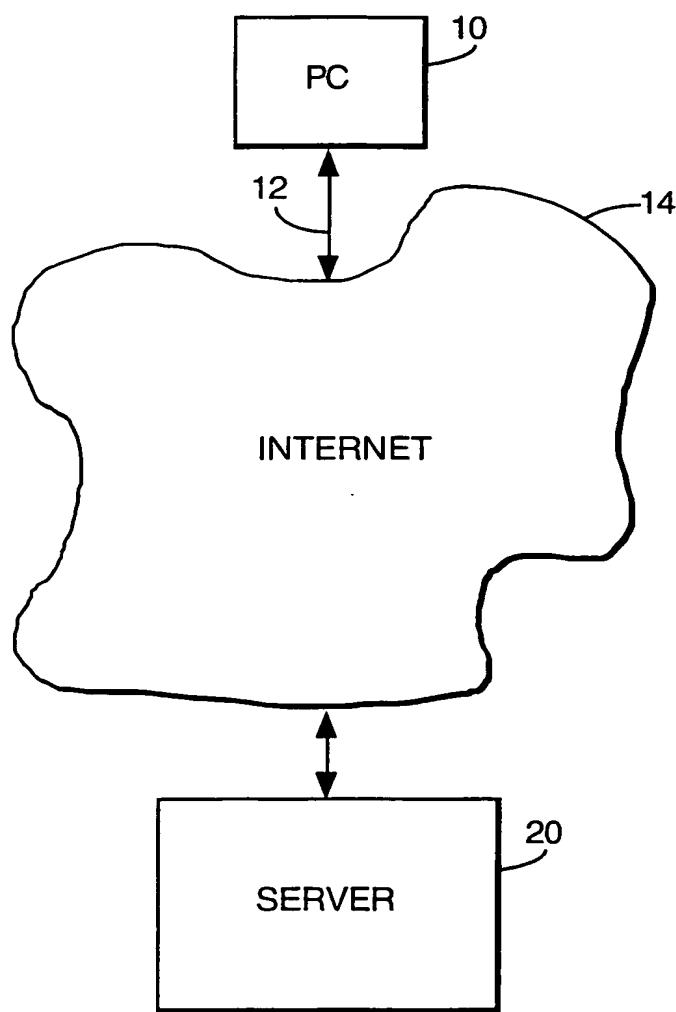
17. Language training apparatus comprising a processor arranged to accept input dialogue in the target language, to detect recognised errors in said input dialogue, to generate responsive output dialogue in the target language and, when a said recognised error is detected, to generate a separate indication of the presence of said recognised error.

5 18. Apparatus according to claim 17 in which the separate indication of the recognised error is an indication in the target language.

10 19. Apparatus according to claim 17 or claim 18 in which the separate indication comprises explanatory text in a source language of the user different to said target language.

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Fig.1



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Fig.2

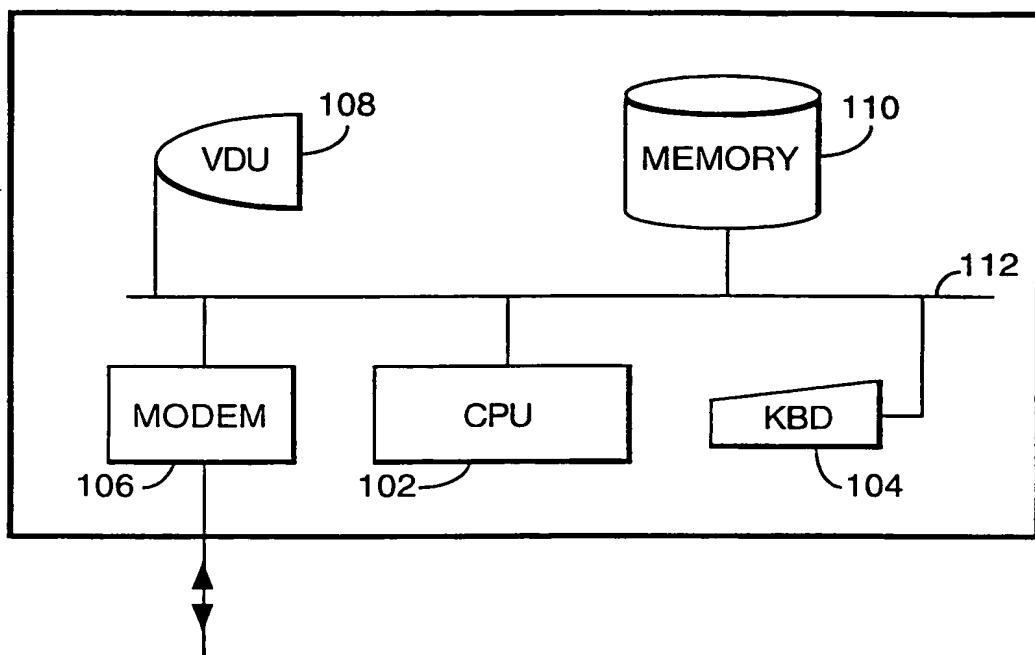
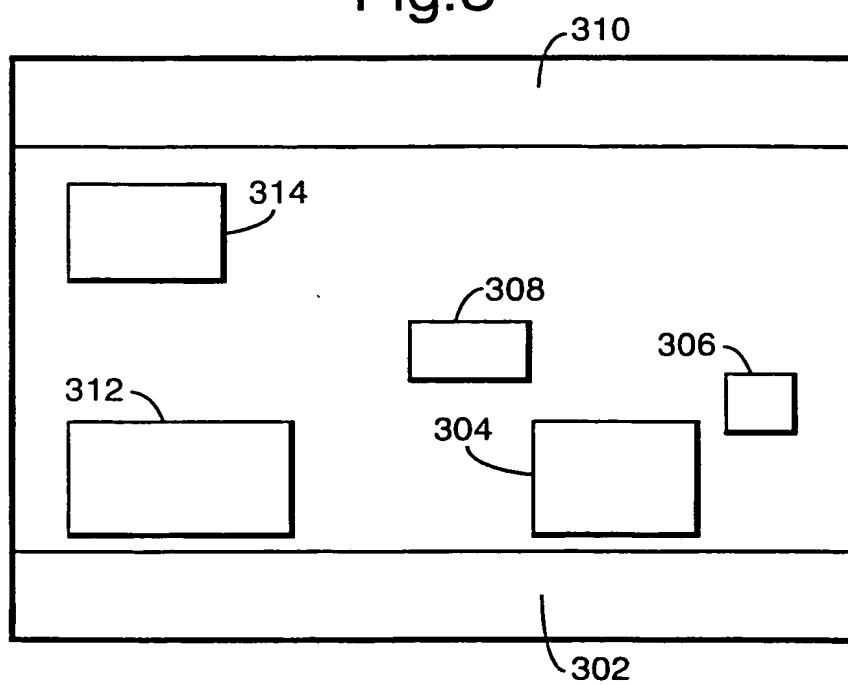


Fig.3



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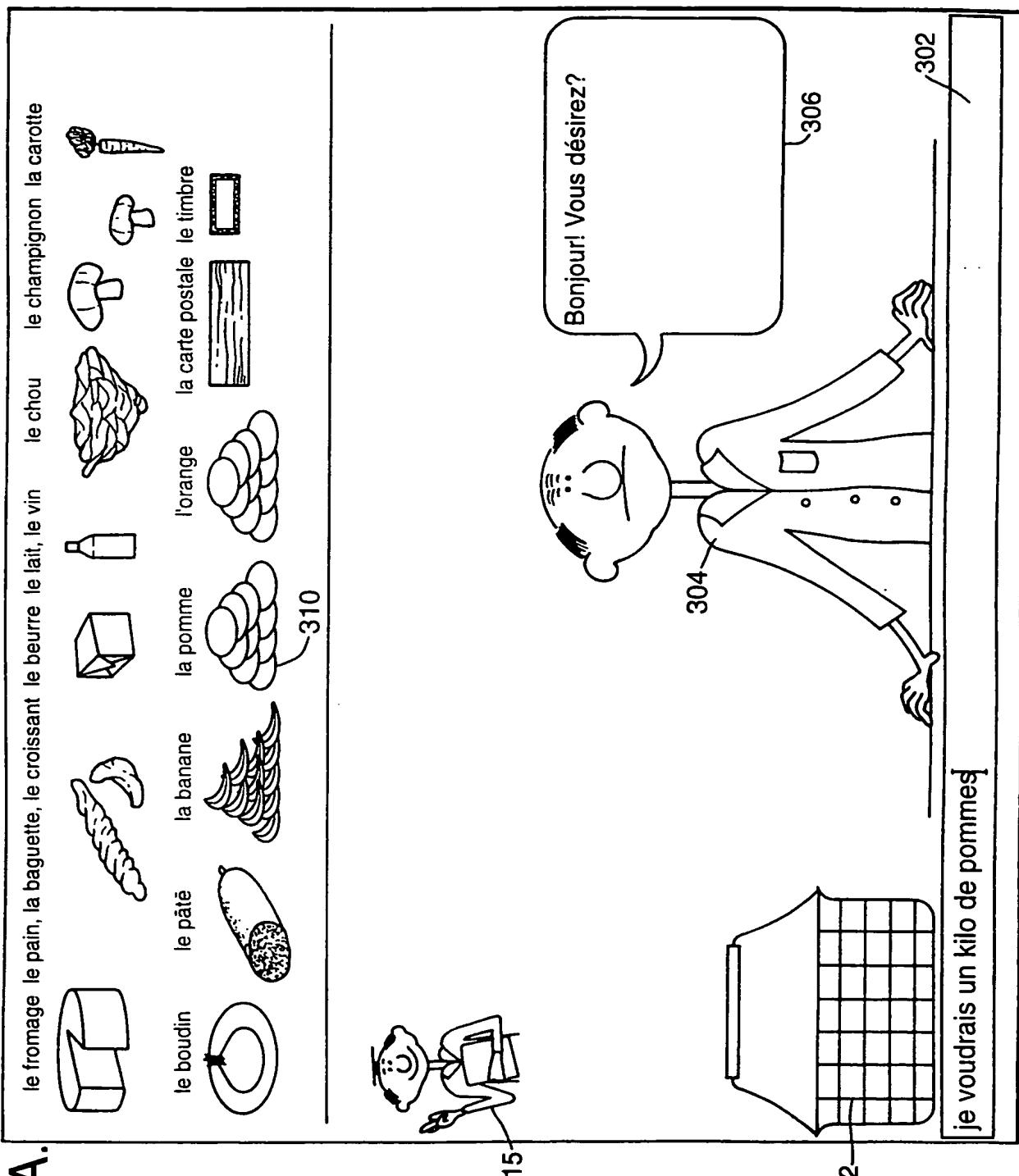


Fig. 4A.

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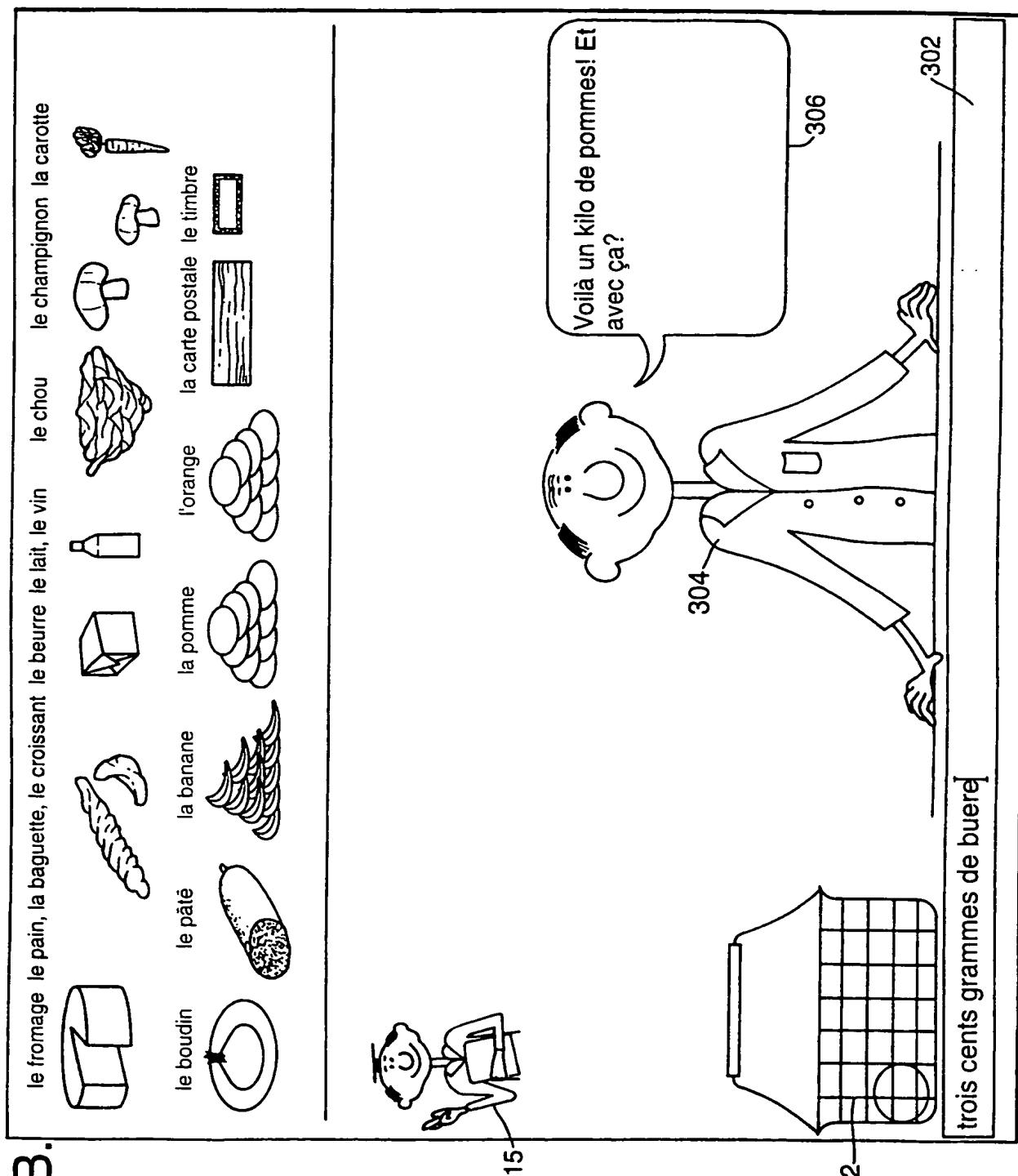


Fig. 4B.

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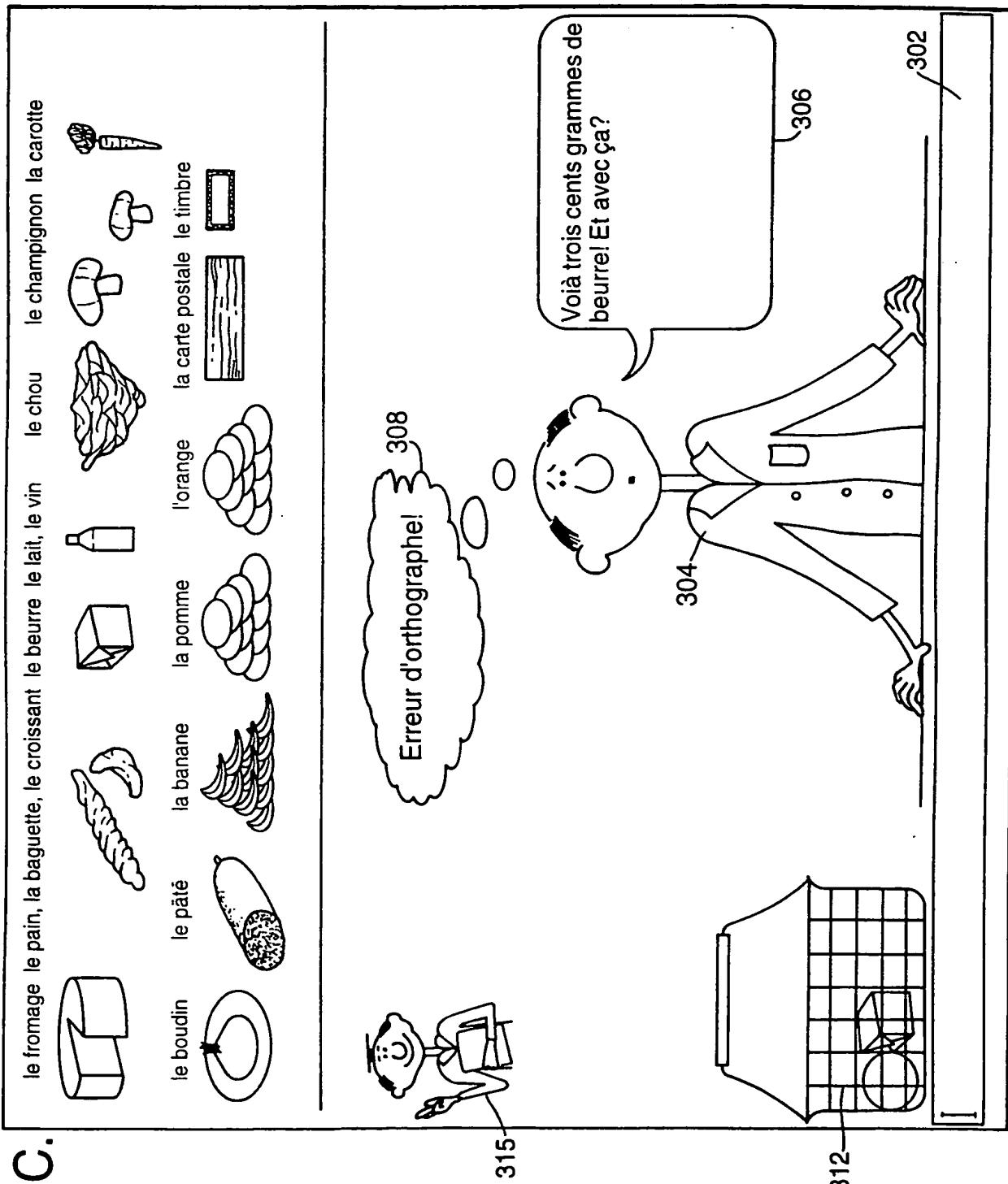


Fig. 4C.

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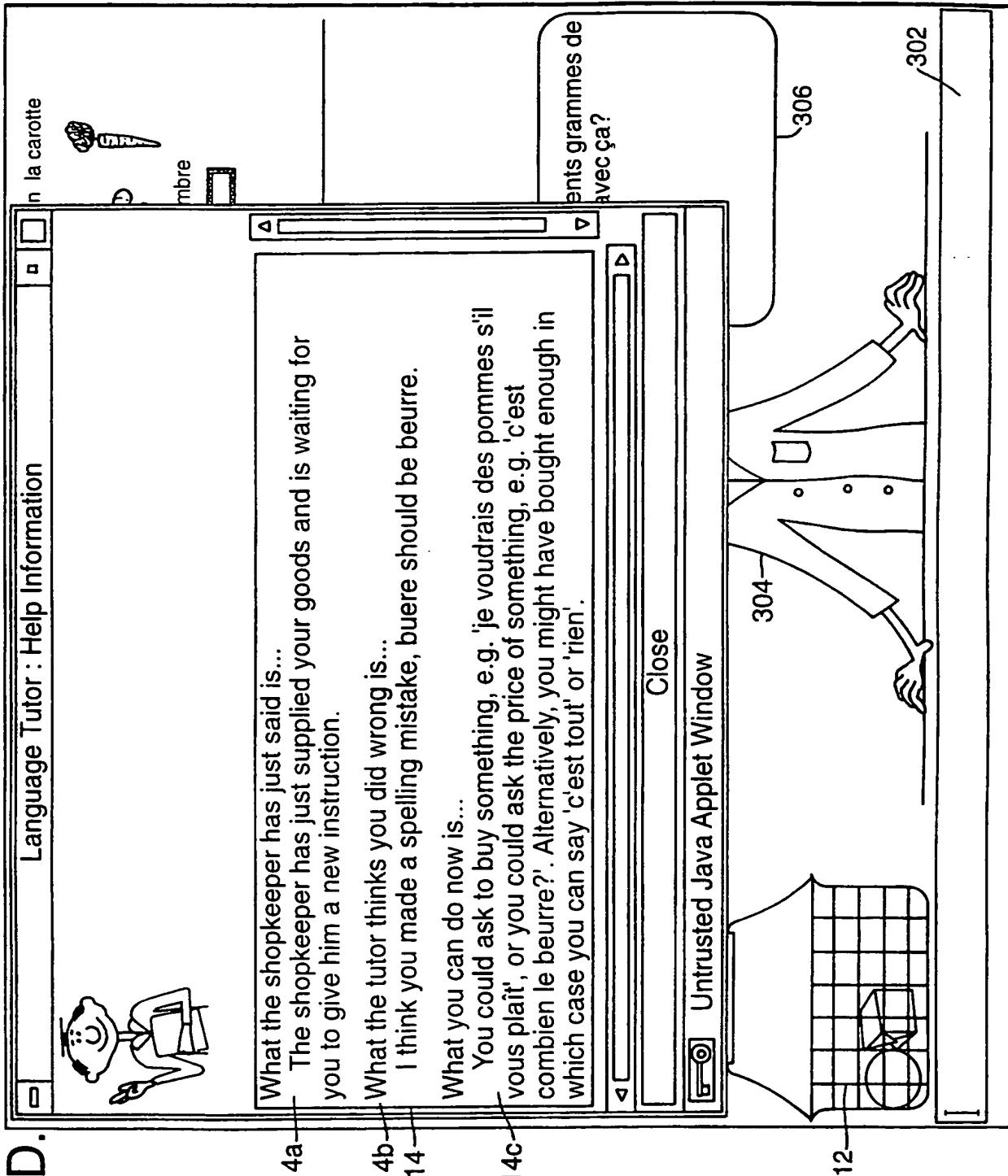


Fig.4D.

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Fig.5

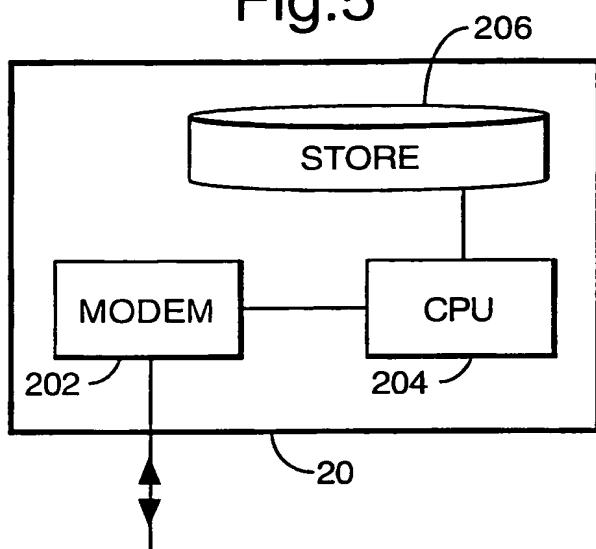
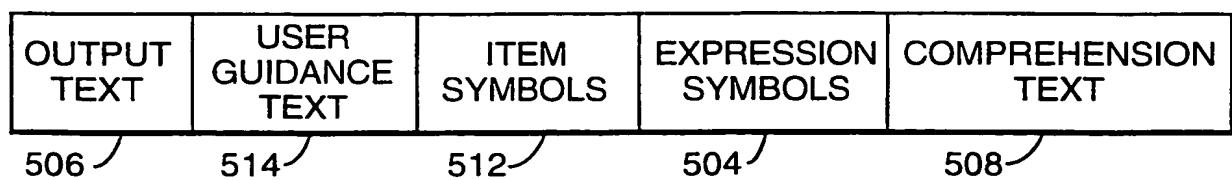
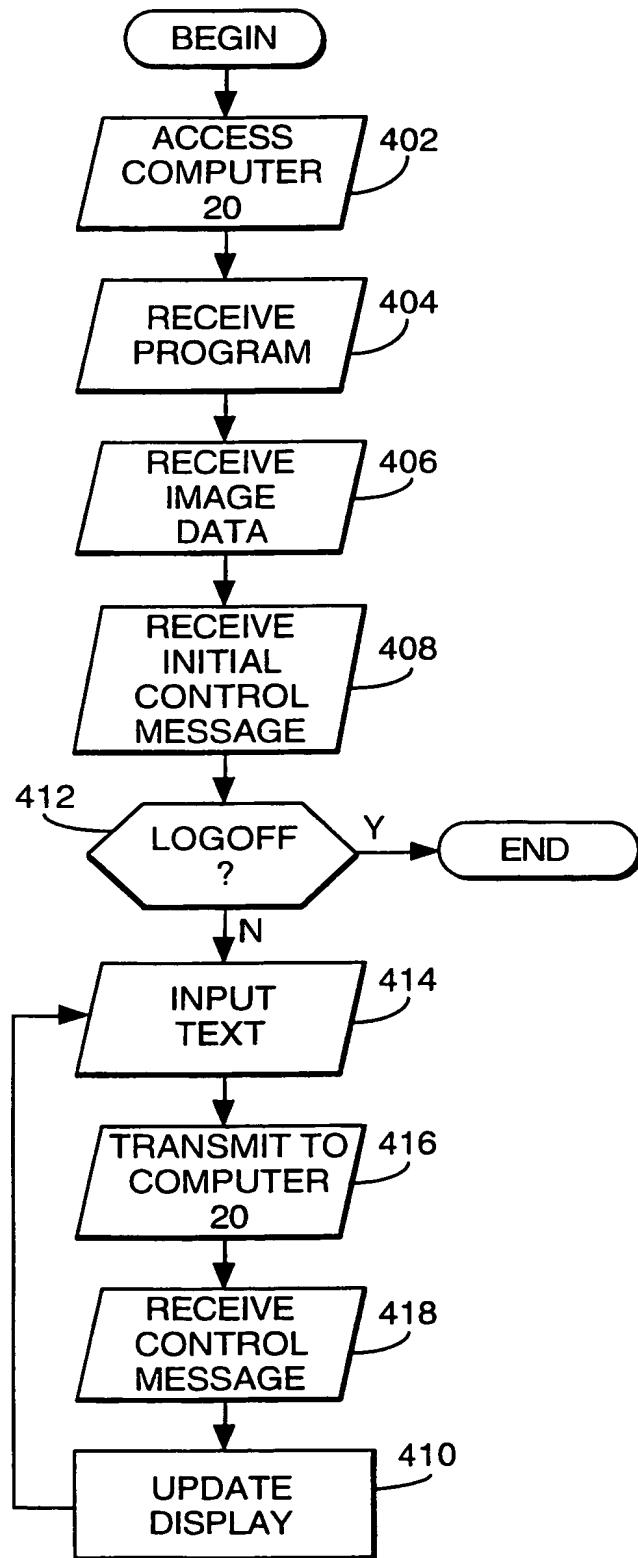


Fig.7



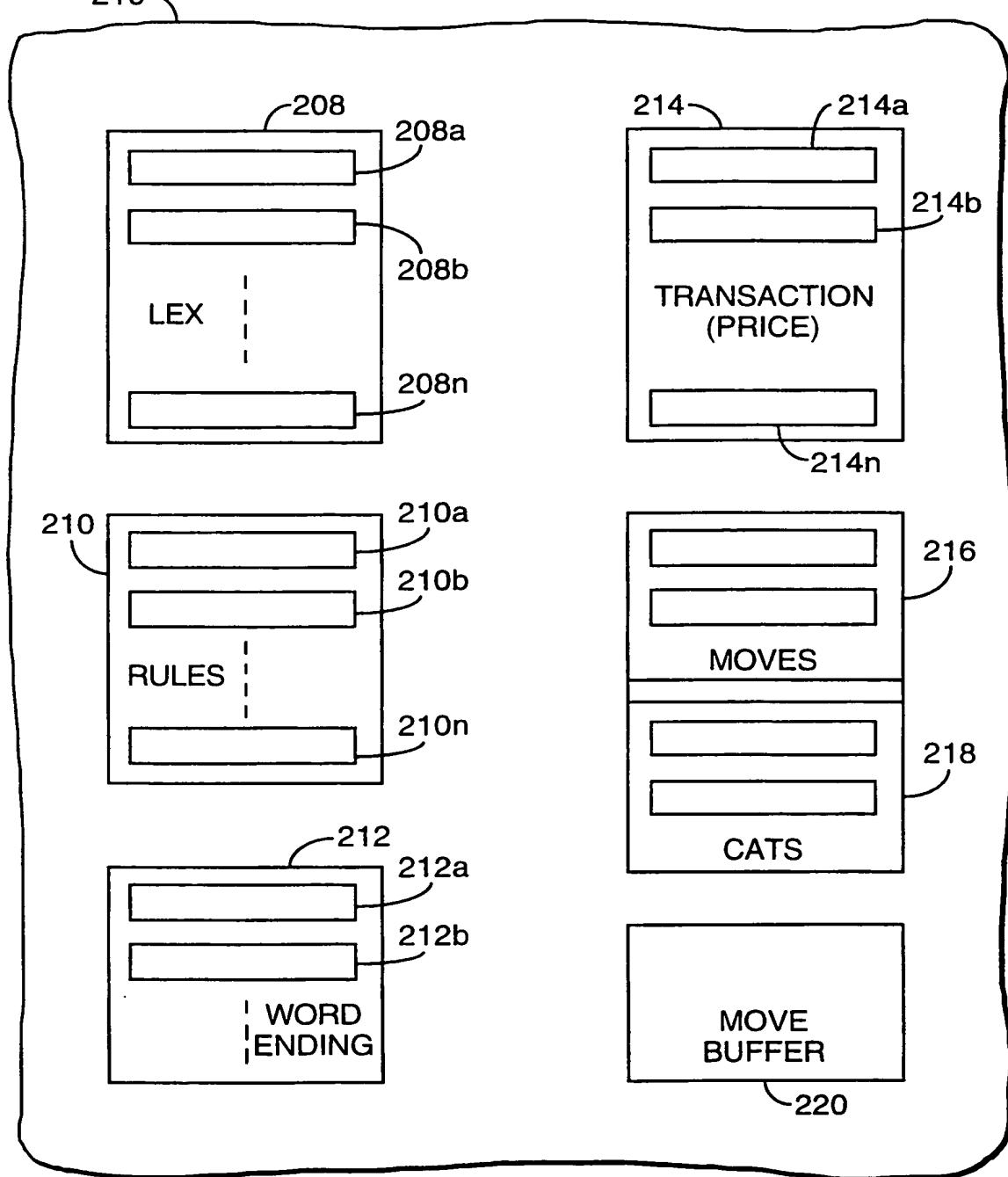
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Fig.6

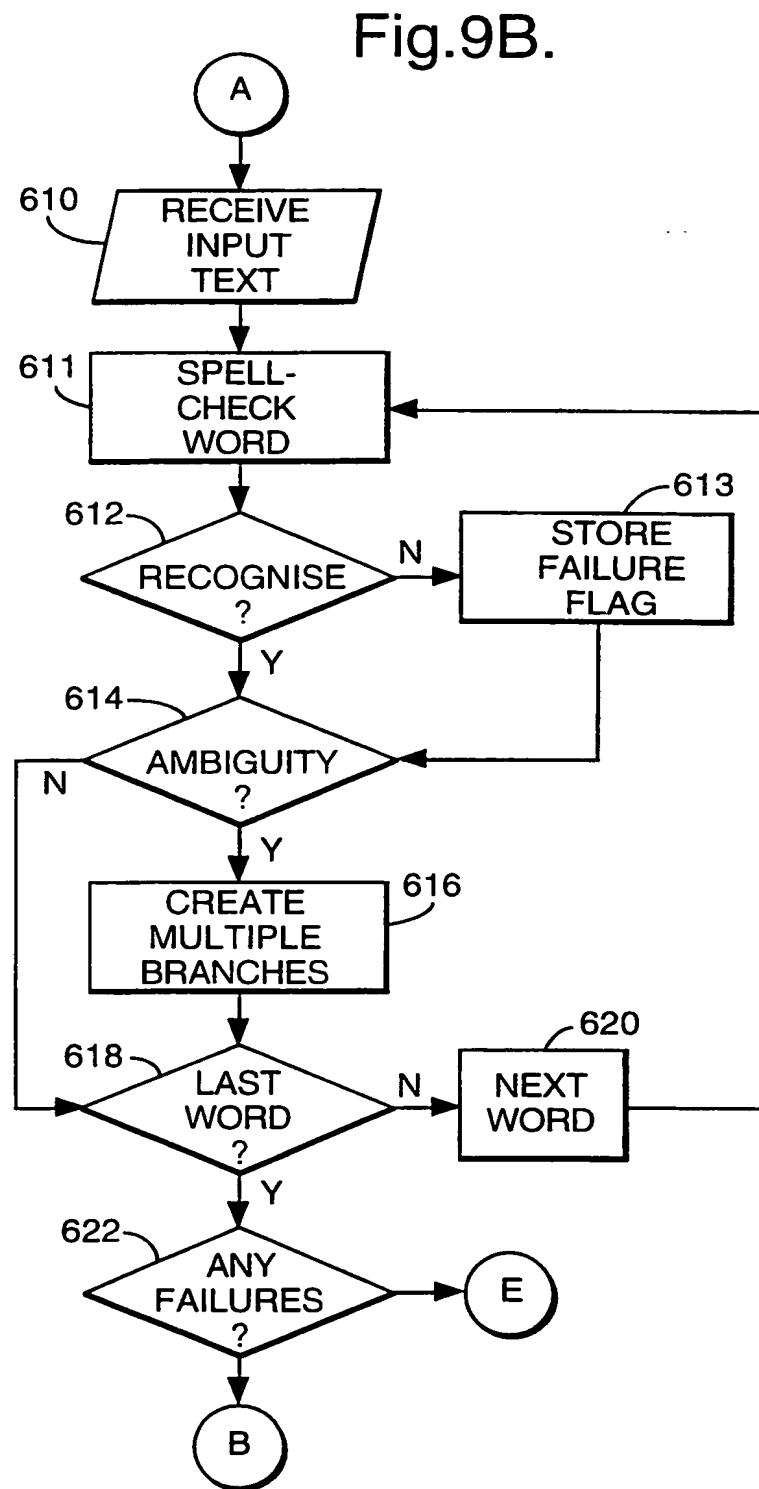
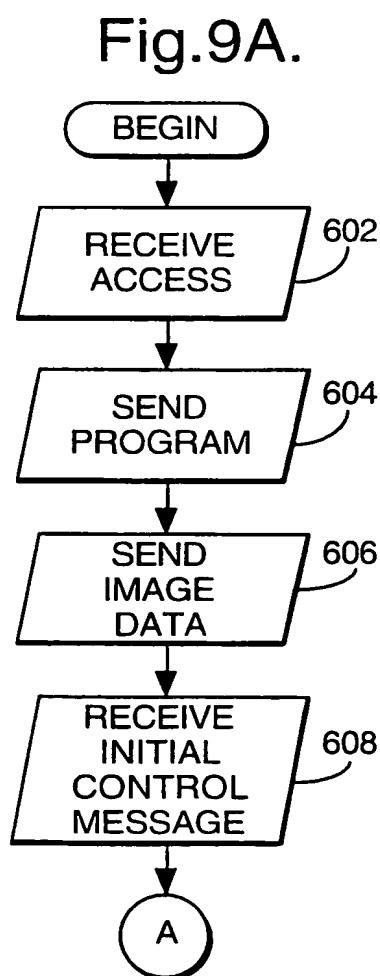


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Fig.8

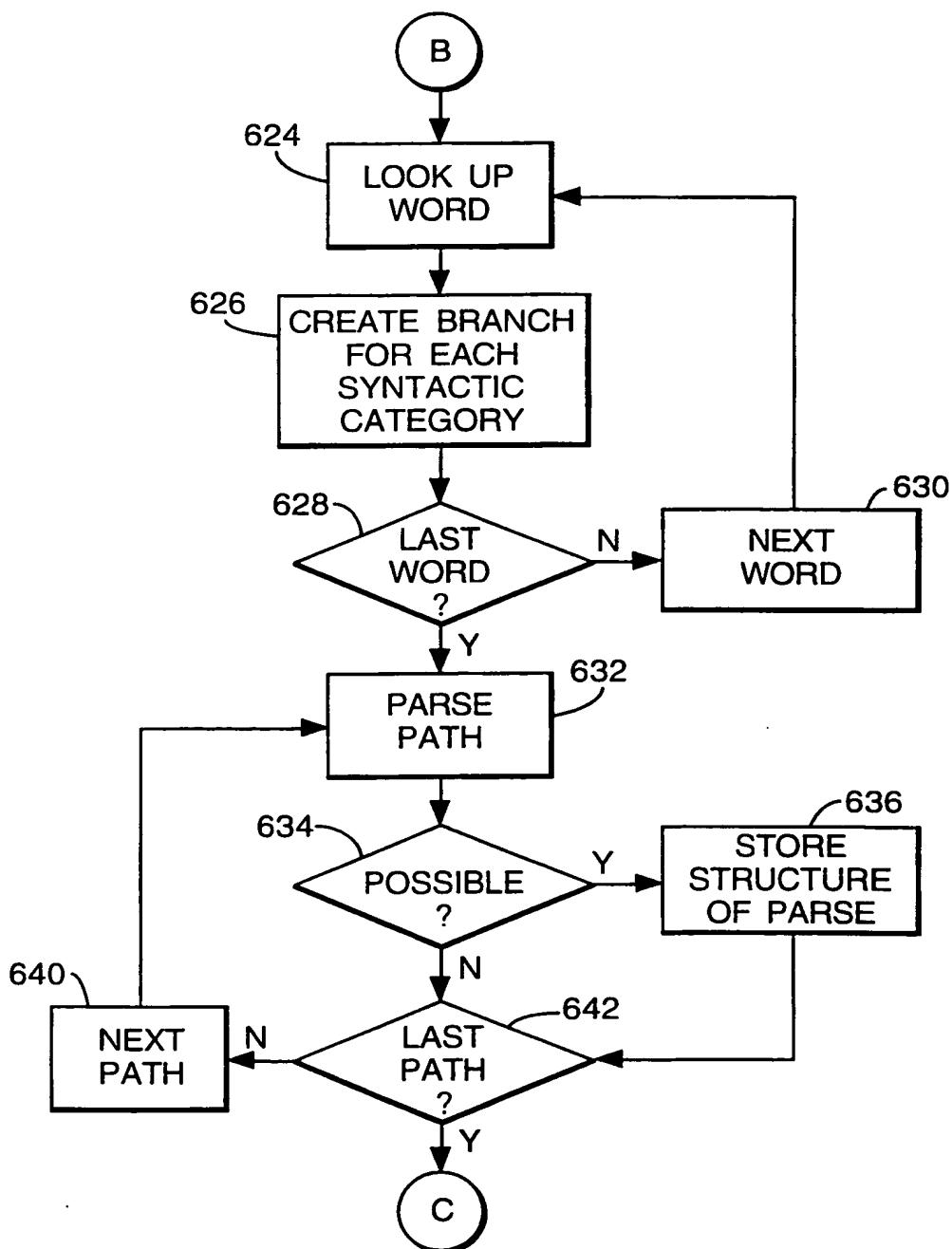


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Fig.9C.



09/05/070

## PATENT COOPERATION TREATY

## PCT

## INTERNATIONAL PRELIMINARY EXAMINATION REPORT

(PCT Article 36 and Rule 70)

19

Applicant's or agent's file reference J24228WO	<b>FOR FURTHER ACTION</b>		See Notification of Transmittal of International Preliminary Examination Report (PCT/IPEA/416)
International application No. PCT/GB97/02438	International filing date (day/month/year) 11/09/1997	Priority date (day/month/year) 13/09/1996	
International Patent Classification (IPC) or national classification and IPC G09B19/06			
Applicant BRITISH TELECOMMUNICATIONS PLC et al.			

1. This international preliminary examination report has been prepared by this International Preliminary Examining Authority and is transmitted to the applicant according to Article 36.

2. This REPORT consists of a total of 6 sheets, including this cover sheet.

This report is also accompanied by ANNEXES, i.e., sheets of the description, claims and/or drawings which have been amended and are the basis for this report and/or sheets containing rectifications made before this Authority (see Rule 70.16 and Section 607 of the Administrative Instructions under the PCT).

These annexes consist of a total of sheets.

3. This report contains indications relating to the following items:

- I  Basis of the report
- II  Priority
- III  Non-establishment of opinion with regard to novelty, inventive step and industrial applicability
- IV  Lack of unity of invention
- V  Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement
- VI  Certain documents cited
- VII  Certain defects in the international application
- VIII  Certain observations on the international application

Date of submission of the demand 13/03/1998	Date of completion of this report 19.05.98
Name and mailing address of the IPEA/   European Patent Office D-80298 Munich Tel. (+49-89) 2399-0, Tx: 523656 epmu d Fax: (+49-89) 2399-4465	Authorized officer  Watson, S Telephone No. (+49-89) 2399-2840
	

**INTERNATIONAL PRELIMINARY  
EXAMINATION REPORT**

International application No. PCT/GB97/02438

**I. Basis of the report**

1. This report has been drawn on the basis of (*substitute sheets which have been furnished to the receiving Office in response to an invitation under Article 14 are referred to in this report as "originally filed" and are not annexed to the report since they do not contain amendments.*):

**Description, pages:**

1-24 as originally filed

**Claims, No.:**

1-19 as originally filed

**Drawings, sheets:**

1/14-14/14 as originally filed

2. The amendments have resulted in the cancellation of:

the description,      pages:  
 the claims,      Nos.:  
 the drawings,      sheets:

3.  This report has been established as if (some of) the amendments had not been made, since they have been considered to go beyond the disclosure as filed (Rule 70.2(c)):

4. Additional observations, if necessary:

**INTERNATIONAL PRELIMINARY  
EXAMINATION REPORT**

International application No. PCT/GB97/02438

**V. Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement**

**1. Statement**

Novelty (N)	Yes:	Claims 1-19
	No:	Claims
Inventive step (IS)	Yes:	Claims 1-19
	No:	Claims
Industrial applicability (IA)	Yes:	Claims 1-19
	No:	Claims

**2. Citations and explanations**

**see separate sheet**

**VII. Certain defects in the international application**

The following defects in the form or contents of the international application have been noted:

**see separate sheet**

**VIII. Certain observations on the international application**

The following observations on the clarity of the claims, description, and drawings or on the question whether the claims are fully supported by the description, are made:

**see separate sheet**

**INTERNATIONAL PRELIMINARY  
EXAMINATION REPORT - SEPARATE SHEET**

International application No. PCT/GB97/02438

Reference is made to the following documents:

D1: EP-A-0 665 523

v Citations and Explanations

- 1.1 The subject-matter of claim 1 is novel within the meaning of Article 33(2) PCT), since none of the available documents discloses a training apparatus with a lexical store, a rule store and a transaction store.
- 1.2 The document D1 is regarded as being the closest prior art to the subject-matter of claim 1, and shows a training apparatus comprising the following features; an input for receiving input dialogue from a user (column 12, lines 8-11), a processor arranged to process the input dialogue and to generate output dialogue indicating when the correct input dialogue has been recognised (column 12, lines 14-19) and an output device for making the output dialogue available to the user (column 12, lines 18-19)

The subject-matter of claim 1 therefore differs from this known apparatus in that it has the additional features of a lexical store, a rule store and a transaction store.

The technical problem to be solved is regarded as how to use a computer to carry out a dialogue with a user, in order to train the user.

It is known to have lexical stores and rule stores in automatic language translation devices. However, they are not used in combination with a transaction store as in the present application and they do not allow dialogue between the computer and user.

The subject-matter of claim 1 involves an inventive step (Article 33(3) PCT).

- 1.3 The subject-matter of claim 1 is, without any doubt, industrially applicable (Article 33(4) PCT).
- 1.4 Consequently, claim 1 satisfies the criteria set out in Article 33(1) PCT.

**INTERNATIONAL PRELIMINARY  
EXAMINATION REPORT - SEPARATE SHEET**

International application No. PCT/GB97/02438

- 2 Claim 17 is a combination of claims 1, 4 and 6 and as such also meets the requirements of the PCT with respect to novelty and inventive step.
- 3 Claims 2-16 are dependent on claim 1, claims 18-19 are dependent on claim 17 and as such also meet the requirements of the PCT (Article 33(1) PCT) with respect to novelty and inventive step.

**VII Certain Defects in the International Application**

- 1 Independent claim 1 is not in the two-part form in accordance with Rule 6.3(b) PCT, which in the present case would be appropriate, with those features known in combination from the prior art (document D1) being placed in a preamble (Rule 6.3(b)(i) PCT) and with the remaining features being included in a characterising part (Rule 6.3(b)(ii) PCT).

In the present case, the following features are known in combination from the document D1 and belong in the preamble of such a claim:

- (i) an input for receiving input dialogue from a user
- (ii) a processor arranged to process the input dialogue and to generate output dialogue indicating when correct input dialogue has been recognised
- (iii) an output device for making the output dialogue available to the user.

In addition, the applicant should have ensured that it is clear from the description which features of the subject-matter of claim 1 are known from document D1 (see the PCT Guidelines PCT/GL/3 III, 2.3a).

- 2 According to the requirements of Rule 11.13(m) PCT the same feature shall be denoted by the same reference sign throughout the application. This requirement is not met in view of the use of reference sign 208 in figure 8 which is used to represent the store, in the description (page 11) the store is denoted by reference sign 206.

**INTERNATIONAL PRELIMINARY  
EXAMINATION REPORT - SEPARATE SHEET**

International application No. PCT/GB97/02438

**VIII Certain Observations on the International Application**

1 Although claims 1 and 17 have been drafted as separate independent claims, they appear to relate effectively to the same subject-matter and to differ from each other only with regard to the definition of the subject-matter for which protection is sought. Independent claim 17 contains the features of independent claim 1 and the features of dependent claims 4 and 6. The aforementioned claims therefore lack conciseness. Moreover, lack of clarity of the claims as a whole arises, since the plurality of independent claims makes it difficult, to determine the matter for which protection is sought, and places an undue burden on others seeking to establish the extent of the protection.

Hence, claims 1 and 17 do not meet the requirements of Article 6 PCT.

2 The vague and imprecise statements in the description on page 23, lines 13-15 and page 24, lines 10-12 imply that the subject-matter for which protection is sought may be different to that defined by the claims, thereby resulting in lack of clarity (Article 6 PCT) when used to interpret them (see also the PCT Guidelines, PCT/GL/3 III, 4.3a).

## PATENT COOPERATION TREATY

## PCT

## INTERNATIONAL SEARCH REPORT

(PCT Article 18 and Rules 43 and 44)

Applicant's or agent's file reference <b>J00024228W0</b>	<b>FOR FURTHER ACTION</b> see Notification of Transmittal of International Search Report (Form PCT/ISA/220) as well as, where applicable, item 5 below.	
International application No. <b>PCT/GB 97/02438</b>	International filing date (day/month/year) <b>11/09/1997</b>	(Earliest) Priority Date (day/month/year) <b>13/09/1996</b>
Applicant <b>BRITISH TELECOMMUNICATIONS PLC et al.</b>		

This International Search Report has been prepared by this International Searching Authority and is transmitted to the applicant according to Article 18. A copy is being transmitted to the International Bureau.

This International Search Report consists of a total of 3 sheets.

It is also accompanied by a copy of each prior art document cited in this report.

1.  Certain claims were found unsearchable (see Box I).
2.  Unity of invention is lacking (see Box II).
3.  The international application contains disclosure of a nucleotide and/or amino acid sequence listing and the international search was carried out on the basis of the sequence listing
  - filed with the international application.
  - furnished by the applicant separately from the international application,
    - but not accompanied by a statement to the effect that it did not include matter going beyond the disclosure in the international application as filed.
  - Transcribed by this Authority
4. With regard to the title,  the text is approved as submitted by the applicant
  - the text has been established by this Authority to read as follows:
5. With regard to the abstract,
  - the text is approved as submitted by the applicant
  - the text has been established, according to Rule 38.2(b), by this Authority as it appears in Box III. The applicant may, within one month from the date of mailing of this International Search Report, submit comments to this Authority.
6. The figure of the drawings to be published with the abstract is:
 

Figure No. 1  as suggested by the applicant.  None of the figures.

because the applicant failed to suggest a figure.

because this figure better characterizes the invention.

# INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 97/02438

**A. CLASSIFICATION OF SUBJECT MATTER**  
 IPC 6 G09B19/06 G09B7/04 G09B5/14 G06F17/28

According to International Patent Classification (IPC) or to both national classification and IPC

**B. FIELDS SEARCHED**

Minimum documentation searched (classification system followed by classification symbols)

IPC 6 G09B G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	EP 0 665 523 A (E SYSTEMS INC) 2 August 1995 cited in the application see column 3, line 15 - column 14, line 35; claims 1-28	1, 10, 13, 14
A	---	4, 6, 11, 17-19
Y	"EDUCATION SYSTEM UTILIZING INTERNET DEVELOPED" NTT REVIEW, vol. 7, no. 4, 1 July 1995, page 7 XP000524686 see the whole document	1, 10, 13, 14
A	---	16
		-/-

Further documents are listed in the continuation of box C.

Patent family members are listed in annex.

\* Special categories of cited documents :

- "A" document defining the general state of the art which is not considered to be of particular relevance
- "E" earlier document but published on or after the international filing date
- "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
- "O" document referring to an oral disclosure, use, exhibition or other means
- "P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

"&" document member of the same patent family

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Date of the actual completion of the international search

16 January 1998

Date of mailing of the international search report

27/01/1998

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# INTERNATIONAL SEARCH REPORT

International Application No	PCT/GB 97/02438
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## C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	WO 96 16388 A (SOFTRADE INTERNATIONAL INC) 30 May 1996 see page 4, line 26 - page 15, line 23; claims 1-16 ----	1,6,13, 14
A	US 5 393 236 A (BLACKMER ELIZABETH R ET AL) 28 February 1995 see column 5, line 4 - column 25, paragraph 5; claims 1-12 ----	1,4,11, 13-15
A	US 5 020 021 A (KAJI HIROYUKI ET AL) 28 May 1991 see the whole document ----	1-3
A	US 5 528 491 A (KUNO SUSUMU ET AL) 18 June 1996 see the whole document ----	1
A	WO 95 09506 A (READSPEAK INC) 6 April 1995 see page 7, line 9 - page 29, line 3; claims 1,2,4,24,26 ----	1,4,10, 11
A	US 5 458 494 A (KROHN ARYE Z ET AL) 17 October 1995 see the whole document ----	1,13,16
A	EP 0 697 666 A (POLYDOC N V) 21 February 1996 see the whole document ----	1,13,16
A	EP 0 670 652 A (FIRSTPERSON INC) 6 September 1995 see the whole document -----	1,13,16

# INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No

PCT/GB 97/02438

Patent document cited in search report	Publication date	Patent family member(s)		Publication date
EP 0665523 A	02-08-95	JP 8083041 A		26-03-96
WO 9616388 A	30-05-96	US 5697789 A EP 0793839 A		16-12-97 10-09-97
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